



PARENT DEBT PROCEDURE
2019

It is the procedure of Girl Scouts of Historic Georgia ('GSHG') to work with all Service Areas to remediate outstanding debt to the troop and/or council. To that end, if a delinquent payment is anticipated, this should be communicated to the Product Program Manager before the payment is due from the troop to avoid money being withdrawn, via ACH, and a penalty incurred for insufficient funds. Following are guidelines established to remediate outstanding debt.

FOR UNCOLLECTED FUNDS FROM A PARENT

- 1. The Troop Leader/Service Area Cookie Manager and/or SAM must notify council of uncollected funds for the first 1/2 ACH pull via email (to Director of Product Program and/or Product Program Manager) per the date specified in the Volunteer Cookie Manual.

The following support documentation must be provided:

- a. Delinquent Account Form
b. Copies of all receipts for cookies/payments
c. A copy of the signed parent permission slip
d. Any correspondence
2. Upon receipt of documentation, council will adjust the troop amount due to reflect the unpaid parent's portion.
3. Once notification has been received, council will contact the parent.
a. 1st notice: Parent will be contacted by phone as well as email informing them that they have five (5) business days to pay in full.*
b. 2nd notice: After five (5) business days, a second letter will be sent to the parent with a copy to the SAM/SA Cookie Manager and Troop Leader.

All efforts will be made to offer the parent payment options.* No cookies shall be swapped or checked out by parent until first initial amount is paid to Cookie Manager. Once paid, parent requesting more cookies must have money from any remaining cookies paid before additional cookie orders are filled.

Parent is responsible for receiving a receipt for any cookies picked up and any payments made. Parent should not take cookies or leave money without a receipt.

- 4. Failure by parent to respond within ten (10) business days after 2nd notice will result in a certified letter being sent to parent requesting a response within ten (10) business days. The council will continue to offer the parent payment options.*
5. If there is no response after twenty-five (25) business days from the 2nd notice, a certified letter will be issued to the parent informing them that GSHG will be filing "Theft by Taking" or "Theft by Conversion" charges against them with the appropriate court of law.
6. Girl(s) will not receive rewards/incentives for any sales until outstanding debt to the council is paid in full.
7. Adults/girls who have any outstanding debt to the council are not permitted to participate in the council product program and/or Cookie Sale or other fund-raising activities until such debt is resolved.
8. Any adult who has an outstanding debt to the council is not a certified member in good standing of GSHG and, therefore, may not officially represent the council in the community, council, or beyond. In addition, she/he cannot handle troop, community, or council funds or products.

*Payments will be accepted via certified check, money order, credit/debit cards or cash.

Parent Acknowledgement

Date: _____

By: _____

Troop: _____

Print: _____

Daughter: _____